

Secure Access for Trust and Safety Teams

BABEL STREET INSIGHTS

Trust and safety professionals face unique challenges in their mission to protect users and maintain the integrity of online platforms — including identifying and mitigating harmful content, preventing fraud, and ensuring the security of their organization's infrastructure. Online investigators must often navigate the hidden corners of the internet to uncover malicious activities which can damage brand reputations and expose investigators to significant risks.

Trust and safety professionals must maintain anonymity to avoid detection by the fraudsters, criminals, and impersonators being investigated. Crafting online personas that blend in with the target environment is crucial, but even well-crafted identities and operations can be compromised if digital fingerprints, such as IP addresses, are not adequately masked.

Investigations often require access to data that may be restricted by geographic location. Without the ability to bypass these restrictions, professionals may miss critical information, leading to incomplete or inaccurate assessments.

What's at risk?

Online crime takes many forms, and trust and safety teams must trace, infiltrate, and investigate dark web marketplaces, illicit advertisements, fake websites, and many more dangerous environments.

Investigators are exposed to online threats, such as malware infections, credential theft, and network intrusions that can compromise their organization's infrastructure, devices, and data.

The personal security of investigators and family members may also be at risk if their identity and intentions become known. If a bad actor uncovers the identity or intent of an investigator, they may retaliate by doxxing, harassment, or other forms of cyber or real-world threats.

How Babel Street Secure Access can help

Babel Street Secure Access is a managed attribution solution that enables trust and safety professionals to go beyond traditional research tools to conduct sensitive online investigations without risking their organization's infrastructure or compromising their identity. It enables users to leverage an isolated environment to access and analyze information from various sources, including the deep and dark web, while ensuring anonymity and data security.

When used in conjunction with Babel Street Insights, Secure Access enables investigators to safely access search result sources from within a protected virtual environment.



Capabilities include:

Identity masking — Secure Access obfuscates IP addresses, eliminating the risk of identification during sensitive operations and research. Investigators can create and cultivate multiple online personas that persist in the virtual environment for ongoing, anonymous interaction with individual targets, engagement with adversarial communities, and participation in discussion forums.

Network protection — In addition to safeguarding local machines and networks from malware and debilitating cyberattacks, Secure Access provides file scanning and secure data transfer for downloads. Full desktop capabilities allow the files to be opened and viewed within the virtual environment.

Unrestricted access to global information — Secure Access uses an extensive proxy network with over 60,000 egress points, enabling point selection and multi-hop pathing to transcend borders and access information from any corner of the globe. In this way, investigators can bypass geo-restrictions, gain authentic local perspectives, and ensure low-latency, uninterrupted access to online platforms.

Mobile device emulation — If investigators need to interact with subjects via SMS or encrypted messaging apps, Secure Access replicates an Android environment for telephone communications and two-factor authentication.

Behavior monitoring system evasion — Secure Access traffic is carefully integrated with existing system activity patterns to avoid appearing anomalous. This prevents digital personas from being flagged as “bot” accounts, which can lead to significant setbacks and compromise the user’s work.

Collaboration and auditing — Secure Access enables teams to share findings, break down data silos and streamline workflows to accelerate investigations. It also delivers robust activity tracking and auditing features to provide transparency and maintain compliance with organizational policies.

With a managed attribution platform from Babel Street, trust and safety professionals can maximize the use of open-source information to investigate and defend against today’s sophisticated online threats.

Babel Street is the trusted technology partner for the world’s most advanced identity intelligence and risk operations. The Babel Street Insights platform delivers advanced AI and data analytics solutions to close the Risk–Confidence Gap.

Babel Street provides unmatched, analysis-ready data regardless of language, proactive risk identification, 360-degree insights, high-speed automation, and seamless integration into existing systems. We empower government and commercial organizations to transform high-stakes identity and risk operations into a strategic advantage.

Learn more at babelstreet.com.